



Troubleshoot Connecting to SU-secure – ChromeOS

Updated 10/11/18
Content provided by ITS Data Network Operations

This document provides step-by-step instructions for troubleshooting common connection issues seen with Windows 10 computers connecting to SU-secure. After completing each numbered section, attempt to connect to SU-secure again. If you are unsuccessful in connecting, continue on to the next numbered section.

Steps for Help Desk Members

1. Validate that the account is not locked out

- Open Active Directory Users and Computers
- Search for the account username and double click on the account
- Click on the 'Account' tab
- Validate that there is no 'This account is locked' message
- If the account is locked, unlock it and have the user attempt to log back in
- If repeated lockouts are seen, escalate the request to server engineers to identify which device is locking the user out.

2. Validate that the account has the correct group membership

- Open Active Directory Users and Computers
- Search for the username and double click on the account
- Click on the 'Member of' tab
- Validate that the account is a member of one of the following Active Directory groups: ALL-STAFF, ALL-FACULTY, ALL-STUDENT, ALL-ADJUNCT, Jesuit.

Steps for end-users

3. Validate Username/Password

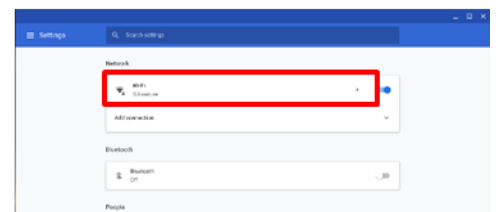
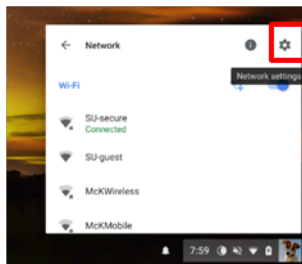
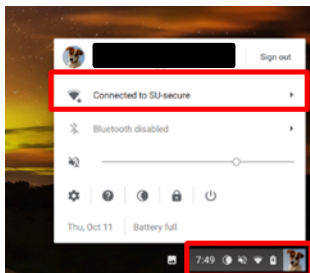
- Visit the SUonline page at <https://suonline.seattleu.edu/>
- Log in to SUonline using your SeattleU credentials.
- If you are unable to log in, visit <https://pwreset.seattleu.edu/> and click on 'I forgot my password'. Follow the steps to reset your SeattleU password.
- Repeat step 1 to validate you can log in to your account before attempting to connect to SU-secure again.

4. Delete and rebuild SU-secure wireless profile

- Follow the SU-secure configuration guide for your device found at: <https://www.seattleu.edu/its/support/support-articles/wireless-network-connect-to-su-secure.html> to delete the SU-secure network.
- Follow the configuration guide to reconnect to SU-secure

5. Validate that there are no static IP or DNS server settings

- Click on your account photo
- Click on the wifi settings button
- Click the 'Network settings' gear button
- Click the wifi settings button



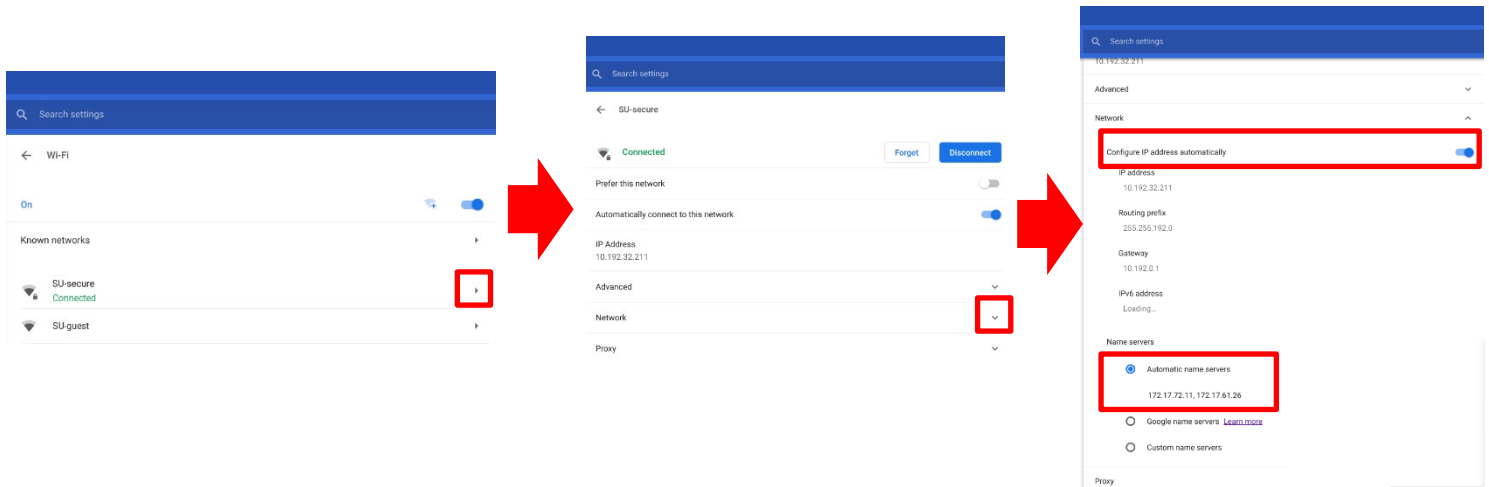


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- e. Click the arrow next to SU-secure
- f. Click the Network dropdown arrow
- g. Confirm that 'Configure IP address automatically' is enabled
- h. Confirm that Name servers are set to 'Automatic name servers'



6. If you are still unable to connect

If you are still unable to connect to SU-secure after following the troubleshooting steps in this document, you can contact the Help Desk for assistance. For time-sensitive issues, the ITS Help Desk is available Monday-Friday 7:00am-7:00pm via phone at 206-296-5571. For non-time sensitive issues, or issues occurring outside Help Desk hours, you can contact the Help Desk via email at helpdesk@seattleu.edu.

When opening a support ticket with the Help Desk, please provide the following information:

- Your account username (i.e. 'doej').
- The brand and model of the device you are attempting to connect to SU-secure.
- The operating system version of the device you are attempting to connect to SU-secure.
- What location (building, room) you are attempting to connect in.
- A description of the error message or problem you are seeing.